

WSF Triangle Improvement Task Force

DRAFT 2/10/17



Time: 7 pm to 8:30 pm

Date: Monday, Jan. 30, 2017

Location: Fauntleroy Church Fellowship Hall
9140 California Ave SW, Seattle, WA 98136

Objectives:

- Get to know one another
- Review and amend draft team charter
- Set future meeting schedule
- Brainstorm priorities and questions for next meeting

Task Force members present: Kathleen Stephanick, Margaret Clements, Gary Dawson, Kym Shepherd, Richard Wheeler, Tim O'Mahony, Steven Merkel, Hugh Turner, Greg Beardsley

WSF staff present: Greg Faust, Ray Deardorf, John Vezina, Brian Mannion

MEETING NOTES

Team introductions

Task force team members provided brief introductions including details of their backgrounds, strengths/expertise they bring to the committee and their vision of what short-term (by summer 2017) and long-term success looks like for the team. Those ideas are included below:

Vision for short-term success

- Avoid repeating mistakes from summer 2016
- Increased efficiency
- Fill ferries,
- Ticketing efficiency
- Overall efficiency
- Fill ferries
- Minimize delays (considering budget and safety concerns)
- Eliminate backups

Vision for long-term success

- "Turn the whole thing upside down and make it work better"
- Clarify way forward towards sustained improvement
- The ferry route is a state highway, fix this highway
- Address "constrained optimization problem"
- Find something that works permanently
- Get *Good to Go* cameras instead of current ticketing system to speed operations
- "Actionable items arrived at through good conversation."

Review team charter

Team reviewed and approved the following sections by consensus: Purpose, Charge, WSF role, Objectives, Ground Rule and Decision-making protocols.

Scheduling future meetings

Team approved the following schedule by consensus:

Time: 4:30 to 7 pm

Location: Fauntleroy Church

Dates: 2/13, 2/27, 3/13, 3/27

(Additional work sessions and meetings to be scheduled as needed)

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Brainstorming: What is your top priority to explore?

Each member of the team wrote down what they viewed as their 1-2 top questions to have answered in order to get to work, as well as 1-2 top priorities for the task force to address. Input recorded below

Top questions to move forward

- Is there any list or document that spells out what has been tried to date and why those things haven't worked?
- What has WSF analyzed and determined to be the choke point/problem?
- Do we have data showing causes for delays last year (i.e., slow boats, maintenance issues, etc.)?
- What is the #1 cause of delays?
- Do delay queues happen at all 3 docks?
- What happened to last year's agreed plan?
- Why didn't the "fix" implemented last work?
- What are the ideas that failed already/already tried? Can you give us a list and why them bombed?
- What are our actual parameters? Specifically, the resources/tools available.
- What is the consensus, the groups priorities?
- Can we expand Fauntleroy lanes on dock (construction)?
- What projects/strategies have momentum now? (e.g., dedicated, spend \$ or new vessels)
- Can we get cars in the pre-ticketed lane?
- Why are there scanners after the ticket has been purchased here?
- Can scanner employee be selling tickets to the cars in line?
- How can we make certain boats are full with no one left on the dock?
- WSF ever created a simulation model of the route system (or portions of it) to examine system performance under different scenarios?
- Where is the "spare" docked and how many days a year is it actually in service?

Top Priorities for task force

- Fill the boat
- Full boats
- getting on the boat
- (More direct sailings?)
- Loading to full vs on time (criteria changes based on delay)
- Stay on schedule
- Changes to schedules based on route volumes and delays
- Need to know fiscal resources
- Stop system abuse (i.e. 1-person van pools)
- Define how to maintain SPD police officer.
- Efficient ticketing
- Find main issue slowing vehicle processing at Fauntleroy
- Streamline queue at Fauntleroy
- Get vehicles of the street and onto dock to be loaded
- Ticketing process for improved throughput

ACTION ITEMS

Action	Owner	Due	Notes
Review/approve notes	Task force members	2/3	Please review notes; respond with approval/edits
Review approve charter	Task force members	2/3	Please review remaining sections and respond with approval, questions, amendments as needed
Assess questions and report back on data	WSF	2/8	Based on the questions asked, we will provide what is immediately available & next steps
Draft next meeting agenda	WSF	2/9	Based on analysis of vision, questions and priorities, WSF to develop and circulate next meeting plan, materials in advance of next meeting